



HP MPS Smart Decision Suite

Overview

HP MPS Smart Decision Suite is a technology platform that integrates devices, solutions, monitoring and management tools with HP's enterprise services infrastructure. The platform transforms data into information enabling HP Managed Print Services (MPS) global delivery teams to optimize imaging and printing environments, remotely manage and maintain fleets and solutions, and proactively deliver and support customer needs. HP MPS Smart Decision Suite, coupled with global standard delivery processes and resources, simplifies fleet management activities for enterprise managed print services environments, improving the total customer experience.

Key features and benefits

- Enterprise services infrastructure
 - Global technology platform enables seamless integration and worldwide standard processes including contract management, entitlement and invoicing
 - Scalable platform enables global expansion and IT services evolution and expansion beyond managed print
- Continuous fleet and solution optimization
 - Transformation of real-time data into information about customer printing and document needs enables delivery to optimize customer environments
 - HP applies best practices and trends when optimizing customer environments using global, regional and industry information
- Remote monitoring and management, global consistency and 24/7 monitoring promote efficiencies and reduce redundancies for multinational enterprises
 - Remote monitoring of the customer environment permits proactive services and capturing of data to support optimization
 - Customer portal provides access to information regarding device utilization, supplies orders, service interventions and other standard

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capabilities

- Remote management allows for HP MPS Delivery teams to remotely manage devices and solutions including installation, configuration, policy management and diagnose before dispatch
- Follow-the-sun model ensures worldwide support centers open for customers to always have an immediate response
- Local languages help to reduce inconsistencies and further aid implementation
- Proactive services
 - Users obtain the right supplies without end user or device administrator intervention, including toner and preventative maintenance parts and service based on device consumption trends and fulfillment lead times
 - Decision support tools receive error alerts, process data and trends informing and enabling service delivery to take appropriate proactive intervention
- Integrated decision support tools
 - Provide delivery teams with real-time information supporting environment optimization, remote management, and query and analysis capabilities
 - Deliver data and information to the HP MPS customer portal
 - Deliver product data to relevant teams enabling improvements and enhancements for future product introductions
- Imaging and printing fleet information and management for seamless strategic planning and execution
 - Transparency of information facilitates advanced analytics and proactive planning

Availability

Expected to be available in all regions in June 2010, functionality and availability in individual countries may vary during implementation. Contact account team for details.



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